



STATE OF MAINE

Improvement Intervention Charter

Intervention/Process Name:

Team Member Names	Position/Job	Phone	Email
<u>Sponsor:</u>			
<u>Manager:</u>			
<u>Staff Members:</u>			
<u>Data Manager:</u>			
<u>Caucus Members:</u>			
<u>CI-Practitioners:</u>			

Process Description:

Product(s)/Service(s):

Customers/Clients:

Supplier: (upstream)

Process Boundaries / Intervention Scope:

First Step:

Last Step:

Scope:



Problem Statement:

Ideal Situation:

Intervention & Work/Process Measurement:

Target Objectives	Specific Measurements:	Timeframe:
<u>Intervention:</u> 1. 2. 3.	1. 2. 3.	1. 2. 3.
<u>Project Problem/Process/Design:</u> 1. 2.	1. 2.	1. 2.

Resources Available:

Role Expectations: *(Note expectations around decision-making and implementation)*

Intervention & Work/Process Deliverables:

Objectives	Expected Deliverables	Timeframes
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<u>Intervention</u>		
1.	1.	1.
2.	2.	2.
3.	3.	3.
4.	4..	4.
<u>Project Process / Problem / Design</u>		
1.	1.	1.
2	2.	2.
3.	3.	3.
4.	4.	4.
5.	5.	5.



Improvement Intervention Charter – Definitions, Descriptions, and Examples

Intervention/Process Name: A brief name for the problem, challenge, or process for which the intervention is being conducted. The charter describes what the team is about to address.

Intervention Improvement Team:

Sponsor: The person (the “owner”) with overall responsibility for the intervention and its implementation.

Manager: The person responsible for managing the implementation of the plan and with the authority to implement it.

Other Staff Team Members: Other staff Team members – the staff who actually do the work.

Data Manager: The person who will be responsible for assisting the other team members to calculate and track the measurements.

Caucus Group Members: The resource staff who can be called on for specific expertise or other support as needed.

CI-P: The *Bend the Curve* Continuous Improvement Practitioners designated to work with and mentor the Sponsor, Manager, and team in planning, conducting, and following up on the requested intervention.

Process/Problem Description: A brief description of the problem/process being proposed for improvement, including its purpose/mission.

Product/Service: the material, information, item, service, etc. demanded/wanted by the customer and produced/transformed by this specific work/process.

Customer(s): Identifies the customer(s) of this work/process, both internal and external to the work/process itself. Be clear about who the user of the product/service is.

Supplier: The internal and/or external persons/entities that provide information, documents, supplies, people, etc. for the work/process.

Boundaries of this Process – or - Intervention Scope: Defines specifically where this work/process begins and ends for the purposes of this intervention. The first & last steps in a process and/or a specific description of the scope of the work to be addressed.

Problem Statement: The reason(s) -- with the relevant data analyzed to provide needed information -- you want to change/improve/create this work/process. And what you want to change, improve, or design/create.



Ideal Situation: A brief description of what the ideal situation would be for the improved process/problem/design. Identify in the measurements below how you will know if you are successful in achieving this state or in making progress toward it.

Measurements: (See examples below.)

Target Objectives	Specific Measurements	Timeframe
<u>Intervention</u>		
1. Reduce the time its takes for the whole process.	1. Reduce the lead time by ____%.	90 Days
2. Simplify the process flow.	2. Reduce the number of process steps by ____%.	30 Days
3. Reduce errors and re-work, improving the quality of the work.	3. Increase the first-past-yield % by ____%.	60 Days
4. Reduce the staff time required in order to free up resources for other work.	4. Staff time reduced by ____%.	30 Days
5. Reduce associated costs, increasing savings available for improving services.	5. Decrease changeover time by ____%.	30 Days
<u>Project Process/Problem/Design</u>		
1. Increase the number of customers served in a timely way.	1.a Increase the number of customers served within one week of request by ____%.	90 Days
	1.b Over time, consistently continue to increase the number of customers served in a timely way by at least ____%.	Monthly
	1.c Over time, consistently continue to decrease the actual amount of time spent waiting by customers after request by at least ____%.	Monthly
2. Improve the collection and availability of project implementation/ measurement data/information.	2.a All project data is updated and current on a daily basis.	60 Days
	2.b	

Resources/Budget: Identifies human, fiscal, and other resources available to the project team and project process.



Role Expectations: Describes expectations about authority and responsibility in relation to decision-making and implementation.

Intervention/Process Deliverables: Concise description of deliverables expected. (See examples below.)

Objectives	Expected Deliverables	Timeframe
<u>Intervention</u> 1. Facilitate team to analyze current process state. 2. Facilitate team analysis of current state to identify process improvements. 3. Facilitate team development of an action/change plan to implement identified improvements. 4. Facilitate one or more follow-up session(s) within 90 days	 1. Production of a Current State Map. 2. Production of Future State Map. 3. Production of Implementation Plan 4. Status updates, reports. Identification of barriers to improvement.	 First Day Second Day Third Day 90 Days
<u>Project Process/Problem/Design</u> 1. Assure implementation of the intervention plan. 2. Evaluate effectiveness of changes for efficiency, effectiveness, & quality & to identify needed areas of improvement	 1.a. Project Plan developed. 1.b. Future State fully implemented. 2. Regular and ongoing tracking, analysis, and reporting of customer & program / process outcomes established.	